During the COVID-19 crisis, get medical care quickly and safely without leaving home. You can have a virtual visit (video chat) with a Cleveland Clinic provider.

Usually there are strict security criteria for virtual visits. But because of COVID-19, the U.S. Department of Health & Human Services has temporarily relaxed regulations. That means you now can see healthcare providers through popular video chat apps like Google Duo.

Here is how to attend a virtual visit on Google Duo using an iPhone.

1. If Google Duo is not already on your iPhone, download it from the App Store.
   - Once it’s installed, open the app and agree to the Terms and Conditions.
   - Accept all prompts to allow the app to access your iPhone speaker and microphone.
   - When prompted, enter the phone number associated with your iPhone to connect Google Duo with your device.
   - Tap the “Agree” button to complete your app setup. You are now ready to attend a video chat virtual visit with your Cleveland Clinic provider.

2. At the time of your virtual visit, you will receive an incoming Google Duo video call.
   - Accept the video call to begin the virtual visit with your Cleveland Clinic provider.
   - Your provider will end the call when your visit is complete.

   For questions or concerns following your virtual visit, please contact your provider by calling your provider’s office or sending a message in MyChart.
2. At the time of your virtual visit, your provider will call you on Google Duo.

- Accept the call to begin your virtual visit.
- Your provider will end the call when your visit is complete.
- If you have questions or concerns after your virtual visit, call your provider's office or send a message in MyChart®.